

F550 – Privacy, Respect, & Dignity Guidance

Overview

Residents are to be treated with respect and dignity which includes ensuring their privacy. Many examples of noncompliance are cited under this deficiency. However, this worksheet covers example of more commonly cited deficiencies.

Monitoring Guidance

A1 – Observe mealtimes. Do staff sit down next to the resident they're assisting with meal service and include the resident in conversation. Examples of non-compliance may include, but are not limited to:

- Staff standing by residents instead of sitting.
- Staff talking to each other and not including the resident in conversation.
- Not talking at all to the resident.

A3 – Walk down the halls. Pay attention to (not limited to):

- Are doors shut or privacy curtains closed when staff provide care to residents?
- Are staff speaking respectfully and at a tone that is appropriate?

A5 - Conduct interviews of random residents and/or their representatives. Do they feel that they are treated with respect and dignity? If not, identify what happened and implement measures to correct it. Ask questions such as (but not limited to):

- Do staff refuse to provide care when you request it?
- Does staff follow your preferences?

Note* Many times when abuse is alleged, F550 may be cited whether the situation rises to the level of abuse or not.